

### IN THE CLAIMS

Please amend the claims as follows:

1. (Currently Amended) In a data processing environment having a user terminal operated by a user which generates a service request coupled to a publicly accessible digital communications network and having a data base management system which receives and responds to said service request when available by execution of an ordered sequence of command language script, the improvement comprising:

a server coupled to said user terminal via said publicly accessible digital communications network and coupled to said data base management system wherein said server includes an administration management system which transfers an unavailability message as an HTML display page to said user terminal in response to said service request when said data base management system is unavailable to receive and respond to said service request which signifies to said user that said service request will not be honored unless reinitiated at a subsequent time when said data base management system is available to honor said service request.

2. (Currently Amended) The improvement according to claim 1 wherein said data base management system includes a repository for storing said unavailability message as a text file.

3. (Original) The improvement according to claim 2 wherein said publicly accessible digital communications network is the world wide web.

4. (Currently Amended) The improvement according to claim 3 wherein said repository includes space for storage of at least one variable for said unavailability message permitting an administrator to modify said unavailability message.

5. (Previously Presented) The improvement according to claim 4 wherein said data base management system is a commercial data base management system.

6. (Currently Amended) An apparatus comprising:

- a. a user terminal operated by a user which generates a service request;
- b. a publicly accessible digital communications network coupled to said user terminal;
- c. a server coupled to said user terminal via said publicly accessible digital communications network;
- d. a data base management system coupled to said server which responds to said service request if available by execution of an ordered sequence of command language script; and

e. an administration management system coupled to said data base management system and said server which transfers an HTML display page containing an unavailability message from said server to said user terminal in response to said service request when said data base management system is not available to indicate unavailability of said data base management system which notifies said user that said service request will not be honored unless reinitiated at a subsequent time when said data base management system is available to honor said service request.

7. (Currently Amended) The apparatus of claim 6 wherein said data base management system has a repository having storage for a text file containing said unavailability message.

8. (Currently Amended) The apparatus of claim 7 wherein said repository has storage for a variable to be included in said unavailability message to permit an administrator to change said unavailability message.

9. (Original) The apparatus of claim 8 wherein said publicly accessible digital communications network is the world wide web.

10. (Original) The apparatus of claim 9 wherein said user terminal is an industry compatible personal computer having a commercially available web browser.

11. (Currently Amended) A method of communicating between a user terminal operated by a user and a data base management system comprising:

- a. transmitting a service request from said user terminal via a publicly accessible digital data communication network to said data base management system;
- b. determining via an administration management system whether said data base management system is currently capable of honoring said service request;
- c. honoring said service request by the execution of an ordered sequence of command language statements by said data base management system if said determining step determines that said data base management system is currently capable of honoring said service request; and
- e. transferring an HTML display page containing an unavailability message from said administration management system to said user terminal if said determining step determines that said data base management system is not currently capable of honoring said service request which notifies said user that said service request will not be honored unless subsequently transmitted at

a future time when said data base management system is available to honor said service request.

12. (Original) A method according to claim 11 wherein said transferring step further comprises transferring said unavailability message to said user terminal via said publicly accessible digital data network.

13. (Currently Amended) A method according to claim 12 wherein said transferring step further comprises adding a variable to said unavailability message to permit an administrator to modify said unavailability message.

14. (Original) A method according to claim 12 wherein said publicly accessible digital data network further comprises the world wide web.

15. (Previously Presented) A method according to claim 14 wherein said data base management system further comprises a commercial data base management system.

16. (Currently Amended) An apparatus comprising:

- a. permitting means for permitting a user to interact with a digital data base by generating a service request in anticipation of a response;
- b. providing means responsively coupled to said permitting means for providing said user with access to a publicly accessible digital communication network via service-based requests;
- c. offering means responsively coupled to said permitting means for offering data processing services according to dialog-based requests if available by honoring said service request to generate said response; and
- d. notifying means responsively coupled to said offering means and said permitting means for notifying said user by transfer of an HTML display page in response to said service request of the unavailability of said offering means when said offering means is unavailable and that said service request will not be honored unless subsequently reinitiated at a time during which said offering means is available.

17. (Original) An apparatus according to claim 16 wherein said publically accessible digital communication network further comprises the world wide web.

18. (Currently Amended) An apparatus according to claim 17 wherein said offering means further comprises storing means for storing a predefined unavailability message as a text file.

19. (Previously Presented) An apparatus according to claim 18 wherein said offering means further comprises a commercial data base management system.

20. (Original) An apparatus according to claim 19 wherein said permitting means further comprises an industry standard personal computer.

21. (Currently Amended) An apparatus comprising:

- a. a user terminal providing access by a human user for generating a service request;
- b. a publicly accessible digital communications network responsively coupled to said user terminal;
- c. a server responsively coupled to said user terminal via said publicly accessible digital communications network;
- d. a data base management system responsively coupled to said server which honors said service request when available; and
- e. an HTML display page containing an unavailability message generated by said data base management system which notifies said human user of unavailability of said data base management system

and that said service request will not be honored unless reinitiated at a subsequent time when said data base management system is available.

22. (Currently Amended) An apparatus according to claim 21 further comprising a repository for storage of a text file containing said unavailability message.